

Personalities in the Workplace

Part 2 of Stress Less in the Workplace

Lisa K. Marzoli, BS, MBA
Wellness Coordinator, Anthem



What is Job Stress?

- Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker.
- Job stress can lead to poor health and even injury.

Reference: www.cdc.gov/niosh



Work-related Stress

- 25% of employees perceive their jobs as the #1 stressor in their lives
- 75% of employees believe workers now have more on-the-job stresses and demands than they did a generation ago



Work-related Stress

- Problems at work are more strongly associated with health problems and complaints than any other life stressor, even more so than financial difficulties and/or family problems.



Causes of Job Stress

- Worker/individual characteristics
 - Personalities/Interpersonal relationships
 - Coping Styles
 - Communication



Personalities at Work

Three of four people important to one's success and happiness:

- Think differently
- Decide differently
- Use time differently
- Handle emotions differently
- Manage stress differently
- Communicate differently
- Deal with conflict differently



Personalities at Work

Not necessarily worse.

Not necessarily better.

But different.

Behaviorally speaking, you are in a minority.

Everyone is!



Personalities in a Nutshell

- There are four personalities, none of which is better or worse than any of the other styles
- The population is evenly divided among the personality styles
- We are all four-style people with some degree of each personality
- Each of us has a dominant style – a set of behaviors that we're more adept at, most comfortable with, and use frequently



Guidelines for Completing the Self-Assessment Inventory

- Your personality style is based on other people's perceptions of you – NOT on how you see yourself.
- Read each item from the standpoint of the way you think other people see you. (Think of three people you work with and try to view yourself through their eyes as you take the inventory)
- Be as objective as possible. Select those items that, to the best of your knowledge, reflect the way other people experience you



Guidelines for Completing the Self-Assessment Inventory

- There are no good or bad styles, there are only differences among people. Success or failure is unrelated to any style. There are no good or bad choices on the inventory – no right or wrong answers.
- Choose the statement you think more closely describes how others view your behavior.
- Don't dwell on responses; answer quickly and move on to the next set of statements.

Two Keys to Understanding People

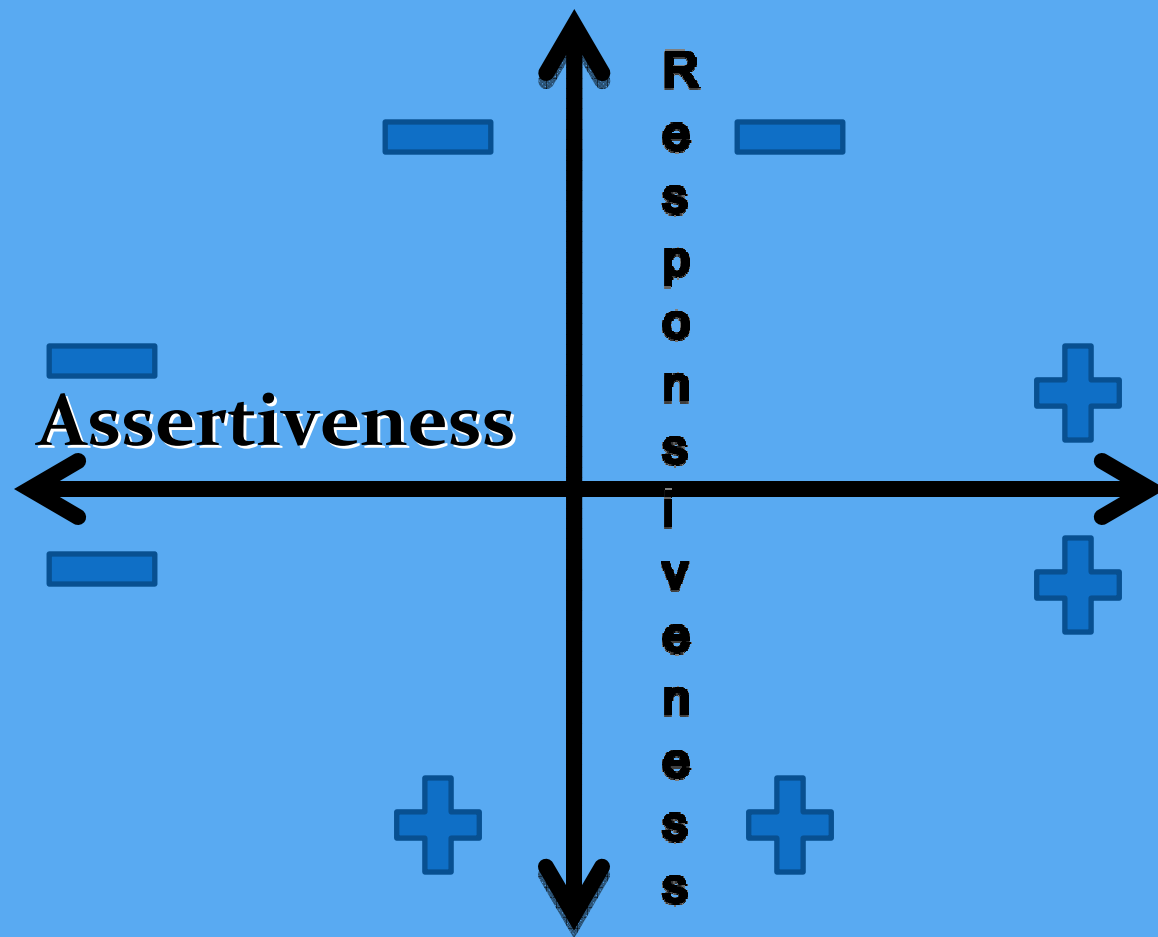
Assertiveness

A person's level of assertiveness is the degree to which his/her behavior is typically seen by others as being forceful or directive

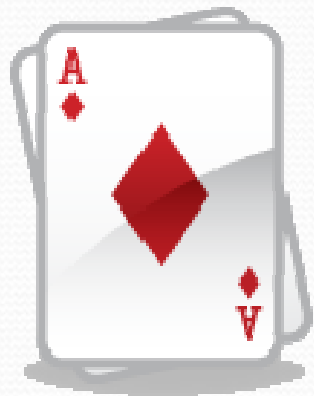
Responsiveness

A person's level of responsiveness is the degree to which s/he is seen by others as showing her/his emotions and demonstrating awareness of the feelings

The Assertiveness and Responsiveness Continuums



The Personality Style Grid



Diamonds

Less assertiveness
and
Less responsiveness

Spades

More assertiveness
and
Less responsiveness

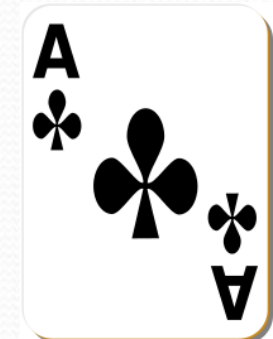


Hearts

Less assertiveness
and
More responsiveness

Clubs

More assertiveness
and
More responsiveness



Spades

Potential Strengths

- Efficient
- Decisive
- Pragmatic
- Independent
- Candid

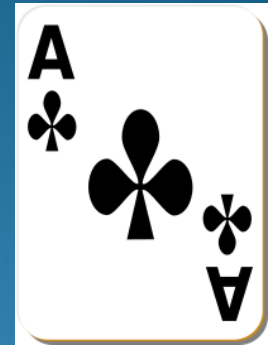


Spades blend a higher-than-average degree of assertiveness with less-than-average responsiveness

Clubs

Potential Strengths

- Persuasive
- Enthusiastic
- Outgoing
- Spontaneous
- Fun-loving

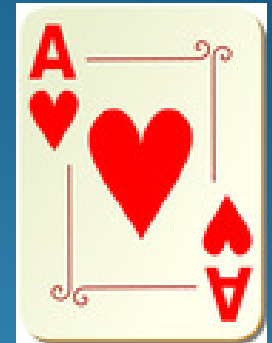


Clubs integrate a high-level of assertiveness with a high level of emotional expressiveness.

Hearts

Potential Strengths

- Cooperative
- Supportive
- Diplomatic
- Patient
- Loyal



Hearts get things done in a manner that is less assertive than average, combined with more-than-average responsiveness

Diamonds

Potential Strengths

- Logical
- Systematic
- Thorough
- Prudent
- Serious



Diamonds combine considerable emotional restraint with less than average assertiveness

“You are the way you are because of the choices that you have made, and you’re going to continue to be the way you are based on the choices you continue to make. If you always do what you’ve always done, you’ll always get what you always got.”

– Sandy Queen, Motivational Speaker

